

City of Logan Recovery Report

COVID-19





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Message from the Mayor

The coronavirus (COVID-19) pandemic brought unprecedented challenges across the world. The City of Logan has not been immune to this.

When the pandemic first hit Queensland, all levels of government acted to help keep our communities safe. Council responded by sharing health and government advice and changing how we operated community facilities to ensure the safety of our staff and residents. Council also increased cleansing regimes and established relief packages to help support our community and small businesses.

COVID-19 has been contained and suppressed in Australia to date because our communities have worked hard to follow health and government advice. Our community and local businesses have unfortunately felt the impacts of the pandemic. It has been uplifting to see how the community has supported their local businesses by embracing initiatives like the Think Local, Buy Logan campaign.

I am proud to have seen the resilience shown by the City of Logan as we have come together as a community to support each other in the face of the challenges presented by COVID-19.

This report acknowledges the progress that has been made and continues to be made for our economic and social recovery. This has been achieved through partnerships with our community, businesses, the Logan City Disaster Management Group, the Logan City Local Recovery Group, state government agencies and community organisations.

While we must continue work together during this uncertain time, we can also begin to think beyond the crisis and celebrate how the City of Logan has shown innovation and strength by embracing the changes brought on by the coronavirus pandemic.

I would like to congratulate our community who continue to show such resilience and support for one another during our times of need.

Mayor Darren Power
City of Logan
Chairperson Logan City Local Disaster Management Group



Message from the Local Disaster Coordinator

Logan City Council recognises that effective response and recovery is dependent on a coordinated effort from organisations and agencies.

The Logan City Local Disaster Management Group is designed to coordinate these efforts and clearly define the roles and responsibilities of key stakeholders. This is supported by Council's robust disaster management response and recovery arrangements and effective training and capability framework.

In the face of the COVID-19 pandemic, effective coordination of efforts was shown between Council and Queensland Health, key emergency services personnel, state government agencies and community organisations.

Each organisation worked to provide the most effective response to the pandemic, while facing their own business continuity challenges and changes to their operations.

While the recent COVID-19 situation has been positive, the situation can change day-to-day. This presents a unique challenge for our response and recovery efforts. Under the guidance of health and government advice, the Logan City Local Disaster Management Group and the Logan City Local Recovery Group have worked tirelessly to minimise the impacts to the Logan community and to help prevent another wave of the virus.

The year of 2020 will be remembered as one of the most difficult and challenging years most of us have ever faced. An enduring memory for me will be how our community and key stakeholders came together and how the City of Logan has once again shown that it is adaptive and resilient.

Silvio Trinca
Acting Chief Executive Officer
Local Disaster Coordinator



Message from the Local Recovery Coordinator

The impacts of the pandemic have been widespread. The community has experienced social isolation, health and wellbeing concerns, financial impacts, job losses, housing stress and changes in access to essential services.

Our local business operators have experienced periods of temporary closure, some businesses have closed their doors permanently, and many have found innovative ways to continue to provide services to our community.

The Logan City Local Recovery Group responded to the needs of the Logan community by identifying and implementing effective recovery strategies. These strategies were designed to support our community and local businesses to recover from the impacts of the coronavirus pandemic and become more resilient in the face of future waves of the virus or disaster events. The strategies provided direction to how we can work in partnership with our local community organisations, business networks, key agencies and state government agencies to lay the groundwork for and support economic and social recovery in our city.

Nick McGuire
Local Recovery Coordinator



The Event



Signage displayed outside COVID-19 testing clinic

On 29 January 2020, shortly after the first case of the coronavirus (COVID-19) reached Queensland, the State declared a Public Health Emergency.

On 11 March 2020, the World Health Organisation (WHO) declared COVID-19 a global pandemic.

On 22 March, a Disaster Situation was declared for the State of Queensland. Restrictions in Queensland were then implemented on 23 March 2020, including significant changes to business practices or directed closures.

Strict social distancing and non-essential movement restrictions were further implemented on 30 March 2020.

These lockdown restrictions remained in place until 2 May 2020 when the government introduced the first restriction ease.

On 15 May 2020, the Queensland Government then commenced the staged easing of restrictions.

Since that time, there have been changes in the number of cases and to the risk of community transmission within Queensland. The government has introduced and relaxed restrictions to respond to these changes in the COVID-19 situation. For example, after the first positive case of a highly infectious strain of COVID-19 within the Greater Brisbane Area in January 2021, the government announced a three-day lockdown and 10-days of social distancing measures for the Greater Brisbane Region, including the City of Logan.

As a health crisis, the federal and state governments have managed it well through lockdowns and social distancing restrictions. Since the first case in Queensland, the State has seen over 1,300 positive cases of COVID-19.

The City of Logan has had less than 60 positive cases and fortunately no lives lost. While the total number of positive cases in Logan has been low to date, the broad Queensland measures that were implemented have triggered an economic crisis across the state. This has been felt by the Logan economy and community.

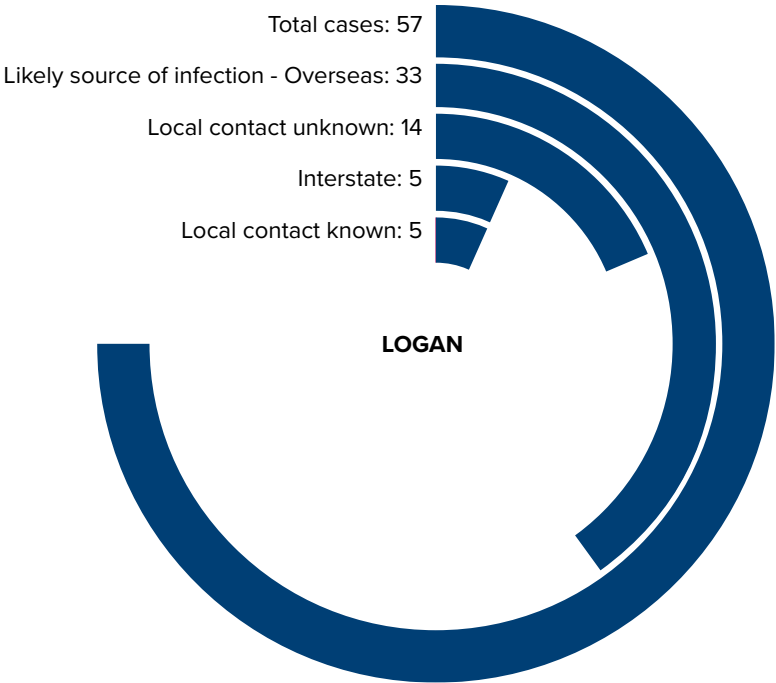
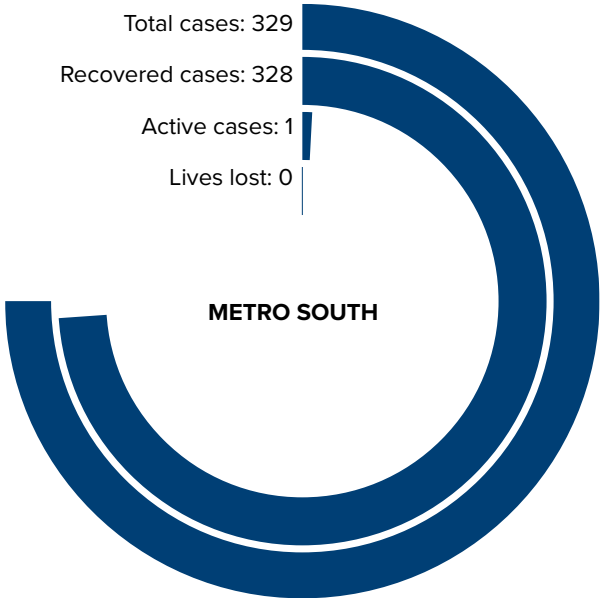
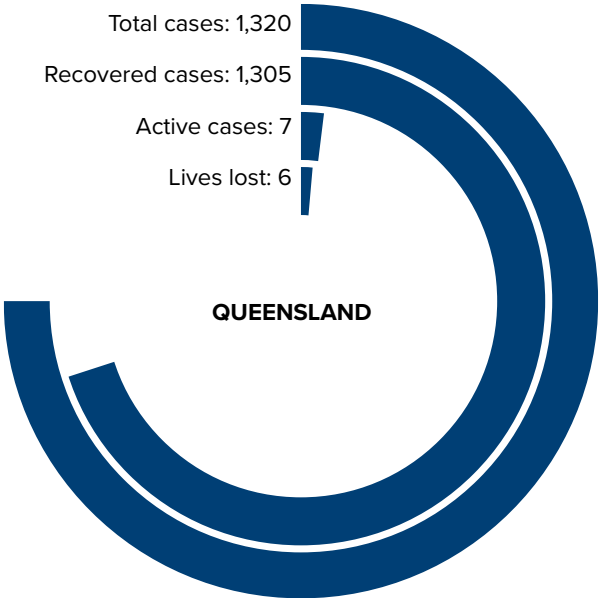
In Logan, the local economy was significantly affected. Some businesses closed and others experienced a loss of customers. There were disruptions to supply chains and events were cancelled. Local business operators experienced significant and long-term impacts as a result of these restrictions, and since the easing of restrictions many businesses changed the way they provided services.

The impacts of the pandemic were also felt in the community as pre-existing challenges were increased, including:

- physical health and wellbeing
- social isolation
- limited access to services and supplies.

Snapshot of Cases

Number of COVID-19 cases as at 15 February 2021:



Event Timeline

December 2019

31 December — First International Case
Novel coronavirus first reported by the Wuhan Municipal Health Commission in China.

March 2020

4 March — First Logan Case
First Logan resident tests positive for COVID-19

6 March — Logan City Council CMT
Council's Crisis Management Team held its first meeting

11 March — Pandemic Declaration
WHO declared COVID-19 as a pandemic

12 March — Government Restrictions
Federal government bans gatherings of more than 500 people

17 March — LRG Lean Forward
Local Recovery Group moved to Lean Forward

19 March — LRG Stand Up
Local Recovery Group moved to Stand Up

22 March — State Disaster Declaration
Declaration of a Disaster Situation for the whole of the State of Queensland

23 March — Queensland Restrictions
State government closure of non-essential services

23 March — LDMG Alert
Local Disaster Management Group moved to Alert

30 March — Queensland Restrictions
State government tightens social distancing and movement restrictions

July 2020

3 July — Stage 3 Queensland Restrictions Ease
State government commenced final stage of three-stage process to ease restrictions

29 July — LDMG Lean Forward
Local Disaster Management Group moved to Lean Forward

October 2020

13 October — LRG Lean Forward
Local Recovery Group moved back to Lean Forward

January 2020

21 January — First Queensland Case
First case of COVID-19 reported in Queensland

29 January — Public Health Declaration
Declaration of Public Health Emergency in Queensland

30 January — International Public Health Emergency
The World Health Organisation (WHO) declared COVID-19 a Public Health Emergency of International Concern

April 2020

2 April — LDMG Lean Forward
Local Disaster Management Group moved to Lean Forward

May 2020

2 May — Queensland Restrictions Ease
State government relaxed movement restrictions

15 May — Stage 1 Queensland Restrictions Ease
State government commenced first of three-stage process to ease restrictions

27 May — LDMG Alert
Local Disaster Management Group moved back to Alert

June 2020

1 June — Stage 2 Queensland Restrictions Ease
State government commenced second of three-stage process to ease restrictions

August 2020

10 August — LDMG Alert
Local Disaster Management Group moved back to Alert

September 2020

14 September — LDMG Stand Down
Local Disaster Management Group moved to Stand Down

November 2020

13 November — LRG Stand Down
Local Recovery Group moved to Stand Down after completion of recovery activities and transition to business as usual



Logan Recycling Market COVID-19 Safety Measures

Overview

The COVID-19 pandemic has presented challenges that are different to the types of disasters that Queensland usually experiences, like fires and floods. This is because the situation is ongoing and can change at any time.

Response and recovery agencies must adapt and respond to the changing situation. This unpredictable and unstable environment has meant that there is no clear transition from response to recovery. Rather it was important for response and recovery activities to occur at any time and to escalate or de-escalate with the changing situation.

Local Disaster Management Group

The Logan City Local Disaster Management Group (LDMG) is chaired by the Mayor of Logan. It includes representatives from several agencies including:

- Council
- state government departments and agencies
- not-for-profit organisations.

Agencies share responsibility for disaster response and recovery in the City of Logan.

Since January 2020, the LDMG has received regular communications to maintain an awareness of the COVID-19 situation globally and within Australia.

On 23 March 2020, the LDMG moved to ALERT to maintain an increased awareness of the situation within Queensland and the City of Logan. This followed the Queensland Declaration of a Disaster Situation. Throughout the event, the LDMG changed activation status as needed and maintained readiness to support the Local Recovery Group that was leading the Logan efforts as a result of COVID-19.

The LDMG met during COVID-19 and all agencies were updated through regular situation reports and information sharing. A significant role of the LDMG during COVID-19 was to help Queensland Health, as the lead agency, in responding to the pandemic and supporting government restrictions.

The Logan District Disaster Management Group (DDMG), led by Queensland Police Service, was activated to support both councils within the district, Logan City Council and Scenic Rim Regional Council. The DDMG also partnered with state government agencies to help Queensland Health to respond to COVID-19.

On the Ground

Agencies in the LDMG and DDMG have been supporting Queensland Health to respond to COVID-19.

This has included Queensland Police Service helping with:

- hotel quarantine
- border control
- community compliance to government measures.

Department of Communities, Housing and Digital Economy (formerly Department of Communities, Disability Services and Seniors) and Australian Red Cross have also helped Queensland Health to provide hotel quarantine support in the Gold Coast and Brisbane areas.

Logan State Emergency Service (SES) supported the Logan District Queensland Police Service at the Queensland and New South Wales border crossing from April 2020 to the beginning of February 2021. At the time of this report, Logan SES members had volunteered over 11,000 hours at the border.

Business Continuity

The impacts of the COVID-19 pandemic were widespread and were felt across the City of Logan. Like many other organisations, every facet of Logan City Council has been affected by COVID-19 in some way.

Since Council's Crisis Management Team (CMT) first met on 6 March 2020, the group has been regularly meeting and working to keep our community, customers and staff safe. The CMT made sure that Council could adapt to the changing times and continue to deliver services to the Logan community.



Logan SES members volunteered over 11,000 hours at the border crossing



Logan City Council's Hyperdome Library drive-through service and all library services reopened under COVID Safe measures

Overview

Disaster recovery has governance arrangements in place to support local, district and state efforts.

Recovery is the coordinated process of supporting affected individuals and communities in the:

- reconstruction of the physical infrastructure
- restoration of the economy and environment
- support for the emotional, social, and physical wellbeing of those affected.

The experience of recovering from a pandemic may differ from other disasters that are more common in Queensland, like floods or bushfires. This is largely due to the widespread and ongoing nature of the impact and the continued uncertainty of the situation.

During COVID-19, recovery efforts were largely focussed on supporting the emotional, social and physical wellbeing of the community and restoring and supporting the local economy and businesses.

The Local Recovery Coordinator was stood up on 5 March 2020 and met with the Logan City Local Recovery Group (Local Recovery Group) to begin recovery planning. This included identifying the current needs and anticipating the potential impacts of COVID-19 on the City.

The Local Recovery Group was stood up on 19 March 2020 to deliver recovery activities. The four Local Recovery Sub-Groups also stood up and undertook strategic planning across the four pillars of recovery.

The Economic and Human-Social Taskforce was formed as a sub-group of the District Human Social Recovery Committee through a partnership between the Department of Employment, Small Business and Training and the Department of Communities, Housing and Digital Economy. The Taskforce met between May and August 2020 and aimed to support the coordination of support services provided to affected communities and businesses within the district.

The district included Logan City Council, Scenic Rim Regional Council and City of Gold Coast. The taskforce consisted of representatives from the three councils and state government agencies.

City of Logan COVID-19 Local Recovery Plan

The City of Logan COVID-19 Local Recovery Plan (Annexure 1) was developed by the Local Recovery Group during the initial recovery operations. It details the recovery steps and short, medium and long-term timeframes for our community.

Local Recovery Group

The Local Recovery Group is a sub-group of the Logan City Local Disaster Management Group (LDMG). The Local Recovery Group works to make sure that an effective, coordinated disaster recovery effort occurs, including the integration of a range of stakeholders including:

- government agencies
- not-for-profit organisations
- community organisations
- industry groups
- the private sector
- the whole-of-community.

As recovery can be a complex process, there are four inter-related functions of the Local Recovery Group:

- Human-Social
- Economic
- Environment
- Infrastructure.

During the recovery phase of COVID-19, representatives across these functions worked to make sure that all aspects of recovery were being met.

Human-Social Recovery Sub-Group

Human-Social recovery relates to the emotional, social, physical and psychological well-being of individuals, families and communities after a disaster. It aims to address needs like:

- access to information, services and practical help
- access to emotional, psychological and mental health support.

The Logan City Human-Social Recovery Sub-Group met shortly after the Local Recovery Group activated in March 2020. The Sub-Group focussed on identifying community needs and implementing recovery activities.

Members of the Sub-Group included representatives from:

- Council
- state government
- not-for-profit organisations
- local organisations.

Human-Social Impacts and Recovery Activities

The human-social impacts from the COVID-19 pandemic have been widespread. At various times throughout the event, agencies in Logan and across Queensland reported increased levels of demand for welfare and social support services.

In Queensland, there was a significant increase in social welfare concerns including anxiety, social isolation and domestic and family violence after the government imposed social distancing measures and lockdowns.

Lifeline reported a significant increase in calls to their service across Queensland during these periods. Queensland Police Service and community organisations also provided additional supports to the community as a result of these increased demands. These challenges were also experienced within the City of Logan.

Several local initiatives were delivered to help support those within the Logan community that were feeling isolated, disconnected or alone because of the COVID-19 pandemic.

This included Council's COVID-19 Connection Card initiative that gave the community the opportunity to reach out to their neighbours and offer help, while also social distancing.

St Vincent de Paul Society Queensland also introduced the Logan Phone Buddy Program to allow Logan residents to connect with volunteers in their community for a chat.

Initiatives like 'Postcards from the Heart' also gave the Logan community the opportunity to connect by sharing something positive through art on a postcard. This was displayed in the Logan Central Library during October 2020 for Queensland Mental Health Week.

Over 1,500 Logan Residents registered with Care Army

People across Queensland showed a strong desire to help their fellow community members during these challenging times.

The Department of Communities, Housing and Digital Economy partnered with Volunteering Queensland to deliver the Care Army program. The Care Army allowed people to register their interest to volunteer to support seniors and people at risk during the pandemic. This support included providing access to food and medication or helping people to stay connected through calls or video chats. This initiative was made available in the City of Logan. The Logan community embraced the opportunity to volunteer and help fellow Queenslanders.

Across Queensland, the Department of Communities, Housing and Digital Economy provided practical support through the Community Recovery Hotline to help people who had no access to food or essential items during COVID-19 home quarantine or self-isolation.

The Australian Red Cross provided telephone outreach services to people quarantined at home and in hotels. The Red Cross telephone outreach service provided people with wellbeing checks, psychosocial support and referrals to appropriate services.

The Australian Red Cross also delivered a series of podcasts called the COVID Collective to help the general community feel connected and supported during the pandemic.

During the strict lockdown and restrictions, some local services temporarily closed their doors to the community and later needed to change how they delivered their service as restrictions began to lift. This limited access to social, welfare and wellbeing services that many members of the Logan community relied upon. Some members of the community needed more support and help to access food and supplies. This was particularly needed for community members that were at most risk to the virus, completing isolation requirements or had limited access to services.

To help meet this need, the Logan COVID-19 Emergency Relief response was launched in March 2020. The program provided care packages to people who were isolated or financially challenged from the pandemic. The care packages had a range of items including:

- grocery packs
- toiletries
- cleaning products
- food vouchers
- fuel vouchers
- donated goods.

The COVID-19 Emergency Relief response was managed through a partnership between YFS, Council and the Logan SES. Resources from Lighthouse Care, supermarkets and pharmacies were used in the packages. The Logan SES members volunteered to deliver the care packages to the community. This program supported approximately 522 people and families in Logan.

Once restrictions lifted and service providers were able to recommence their usual operations, the COVID-19 Emergency Relief response transitioned into existing emergency relief services for ongoing support to the community.

Council re-established the Emergency Relief Network for the ongoing delivery of networking and support for local emergency relief and street service providers.

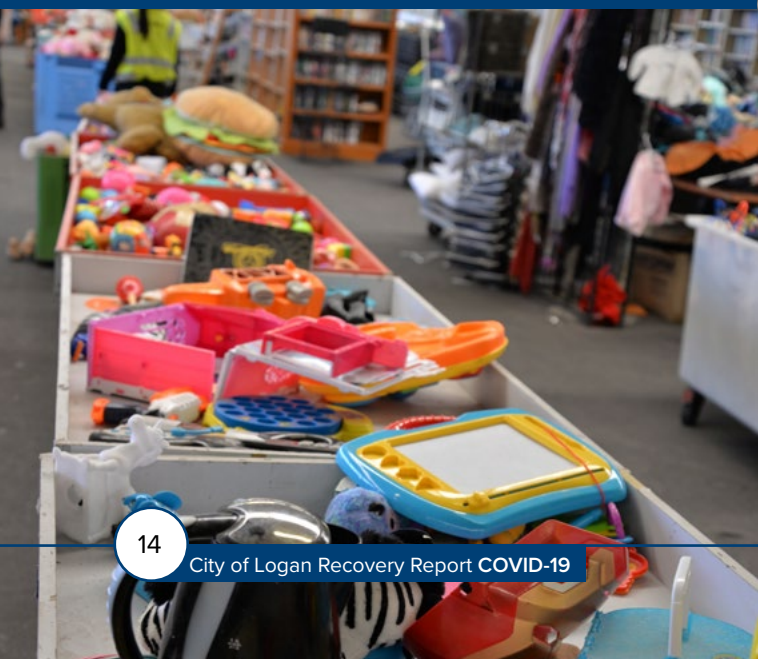
During strict lockdown periods, there were also concerns about increased vulnerability for members of the homeless community due to limited access to information about the changing situation, a limited ability to self-isolate safely and limited access to shower facilities. Members of the Human-Social Recovery Sub-Group partnered with local street services to make sure supports continued to be available and accessible to the homeless community.

A temporary solution to provide a mobile shower and wrap-around support for the homeless community was facilitated on 15 April 2020 through partnership with:

- Access Community Services
- Hope Centre
- One Voice
- YFS
- Kingston East Neighbourhood Group
- Department of Communities, Housing and Digital Economy (formerly Department of Housing and Public Works)
- Council.

This service was transitioned into existing street and homeless support services on 22 April 2020. A comprehensive list of Logan street services was also developed to provide information on where to access a shower, a meal and support.

COVID Safe measures were implemented at the Logan Recycling Market



During the COVID-19 response, the Department of Communities, Housing and Digital Economy, through the Logan Housing Service Centre, also supported members of the community into short-term and longer-term accommodation options.

Local community service providers showed resilience by adapting how they delivered their services to make sure the community was able to access supports and resources during the pandemic. Some organisations provided alternative methods for contact including telephone and online outreach.

In April 2020, Logan City Council Libraries launched the Home Learning Hub to provide learning support in the home.

A range of Council programs and events also moved online during periods of lockdown and heightened restrictions including:

- Live Well Logan
- KRANK school holiday program
- First 5 Forever Storytime
- Eats & Beats virtual festival.

In April 2020, the Queensland Government announced that school students and children in community kindergartens were to learn from home. This highlighted the need for all Logan families to have access to technology at home. A partnership between Logan Together, Substation 33, Council and YFS provided 250 refurbished computers to students and families in need.

The Human-Social Recovery Sub-Group identified that Logan community organisations experienced an increased demand for their services during the period of the pandemic. More support was needed for local service providers to meet the increased community need.

Council allocated funds from the Community Projects Grants to deliver the COVID-19 Community Response Grant program. This program was launched in August 2020 as part of Council's COVID-19 Relief Package to provide targeted funding for COVID-19 related activities in the City of Logan. The program supported projects that addressed community needs and helped services to manage an increased demand and change how they operate in the COVID-19 environment.

At the time of this report, Council has provided over \$150,000 in funding to 34 community organisations to deliver COVID-19 specific projects to support the community in the areas of:

- emergency relief
- children and families
- culturally and linguistically diverse people
- mental health and wellbeing
- First Nations people.

Over \$150,000 in COVID-19 funding to 34 community groups and organisations in Logan

Human-Social recovery progress:

196



Tasks Total

132



Tasks Completed

64



Tasks Ongoing



Locally rebuilt computers were provided to Logan families to assist with learning at home

Economic Recovery Sub-Group

The economic function coordinates planning and implementation of financial, business and industry recovery. The Logan City Local Economic Recovery Sub-Group met shortly after the Local Recovery Group was stood up. The group worked closely with affected small businesses and local industry to support their recovery needs.

The Economic Recovery Sub-Group members included representatives from:

- Council
- state and federal government
- Chambers of Commerce (Beenleigh Yatala, Logan and Logan Regional).

Economic Impacts and Recovery Activities

The impacts of COVID-19 on businesses and the economy quickly became clear during the lockdown restrictions.

The Economic Recovery Sub-Group engaged with affected local business operators to understand the challenges they experienced and identify how their recovery could be supported. This was achieved through various recovery stakeholders engaging with businesses, conducting surveys and analysing government data.

Business Impacts Survey

In April and May 2020, the Logan Office of Economic Development (LOED) surveyed local businesses about their experiences during COVID-19. The survey captured the resilience and adaptability of Logan businesses and informed recovery planning for the Economic Recovery Sub-Group.

197 ►

businesses completed
the COVID-19 Business
Impacts Survey

Over 1000 ►

Contact Centre calls to
businesses

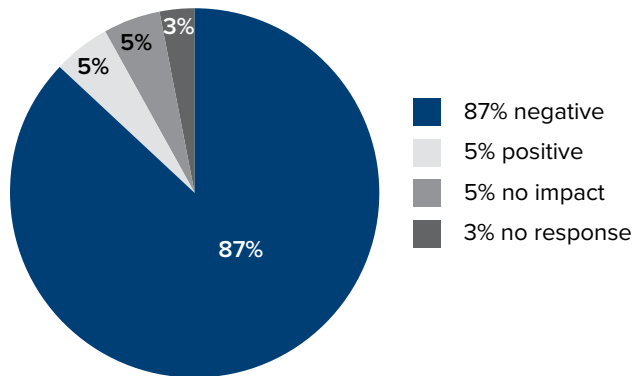
Community practicing social distancing at the Logan Recycling Market



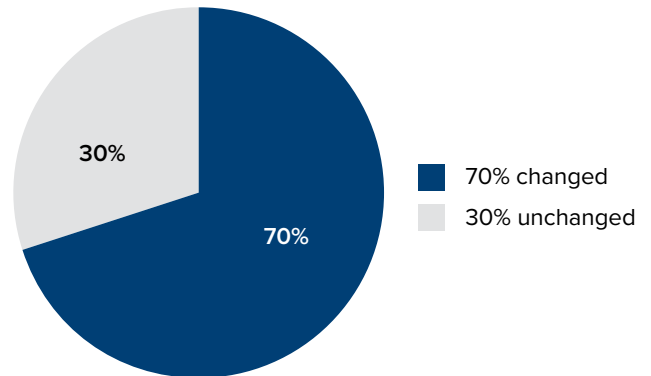
Snapshot of Business Impacts

At the time of the survey:

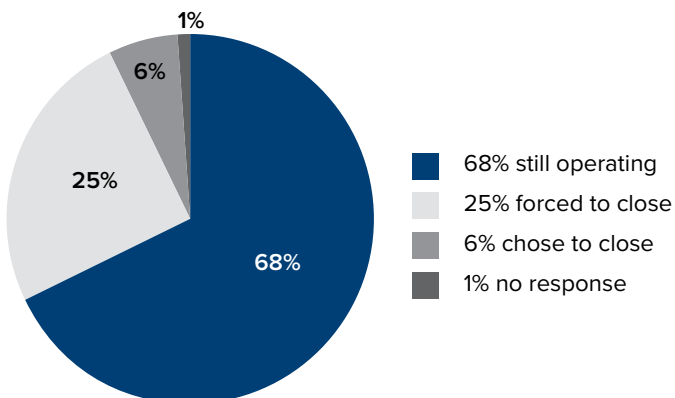
87% of businesses had experienced negative financial impacts, while 5% experienced positive impacts and 5% were not currently affected by COVID-19



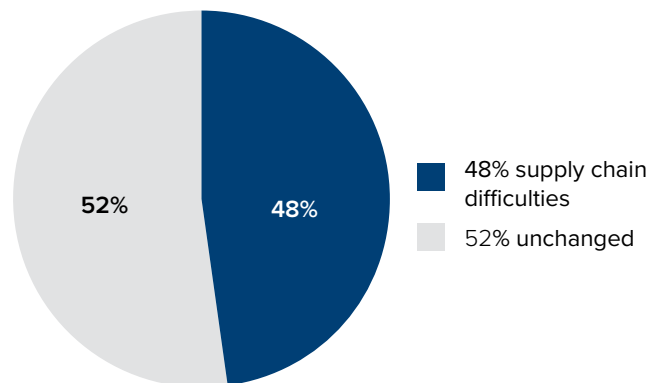
70% of businesses changed how they operated to continue trading.



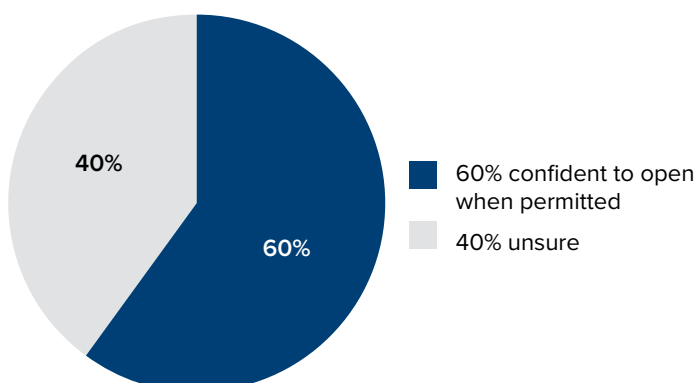
68% of businesses were still operating, with 25% forced to close and 6% making the choice to close.



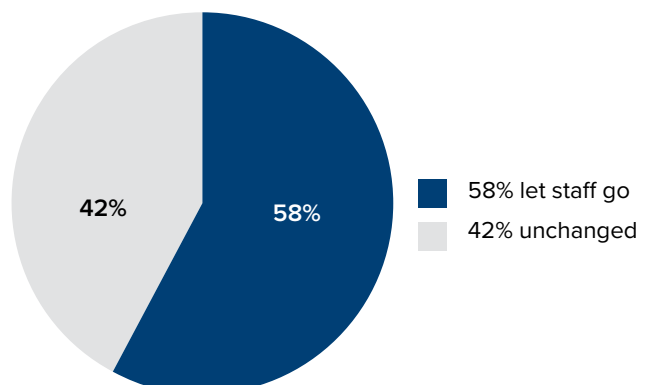
48% of businesses faced supply chain difficulties and adapted the way they do business.



For those businesses that were closed at the time of the survey, 60% expressed confidence that they would be able to reopen when permitted.



58% of respondents had let staff go. Most respondents let go less than 10 staff.



Domestic overnight accommodation in the City of Logan declined (by approximately 80 per cent) compared to 2019. This was due to the introduction of travel restrictions that limited corporate travel and resulted in event cancellations.

Day trip visitation to the City had a small decline of 20 to 30 per cent. This was mostly due to capacity restrictions.

While some restrictions remain in place at the time of this report, most of this section of the tourism industry remains viable. The City of Logan has a small international tourism sector, including education, which stopped with the closure of Australian borders. This had significant impacts on Logan businesses and industries that relied on the international tourism market.

The Economic Recovery Sub-Group delivered initiatives to support the Logan business community experiencing hardship as a result of COVID-19.

The Logan Office of Economic Development (LOED) established a support team to respond to the emerging needs of the business community. This included providing financial mentoring and business planning for businesses. During heightened restrictions support was provided by telephone and email. As restrictions lifted LOED was able to attend site visits and provide one-on-one small business advisory sessions. Business advisory support was also provided to two community centres to help with adapting business models and business continuity planning.

The Economic Recovery Sub-Group members shared information and supported local businesses to access initiatives including the Department of Employment, Small Business and Training Small Business COVID-19 Adaptions Grant.

The Chambers of Commerce (Logan, Logan Regional and Beenleigh Yatala) continued to provide support to local businesses during COVID-19. This included membership waivers and reductions and opportunities to network and promote businesses virtually, including webinars and online streamed events. The Chambers returned to offering face-to-face business events from September 2020. This included the Logan Chamber of Commerce hosting their annual small business expo in November 2020. This expo was the first big face-to-face event for businesses since the restriction relaxation.

Since late March 2020, the Department of State Development, Infrastructure, Local Government and Planning (formerly Department of State Development, Tourism and Innovation) provided online mentoring for growth sessions for small businesses across Queensland. This was accessed by Logan businesses.

Throughout the pandemic, members of the Economic Recovery Sub-Group and key partners held a range of free webinars. The webinars supported businesses to adapt to the economic environment and gave the business community information in a COVID-safe way.

The webinars included:

- The Griffith Entrepreneurship Seminar Series that transitioned from face-to-face to webinar in March 2020. Topics focussed on disaster recovery.
- Innovate Queensland delivered the Logan Commercialisation and Growth virtual workshop in July 2020.
- LOED partnered with the Australian Small Business Advisory Services program to run a series of four workshops in August 2020 to support Logan businesses to maximise their local opportunities using digital tools.
- Logan Live delivered the Boost Professional Development Series in September 2020 for aspiring musicians and artists.
- The Department of State Development, Infrastructure, Local Government and Planning offered a number of webinars during the COVID-19 period, including Top 10 Tendering Tips and How to Thrive in Uncertain Times.
- Advanced Manufacturing Growth Centre (AMGC) ran a webinar series called Ten Ways to Succeed in Australian Manufacturing. The first webinar featured Logan manufacturer Ty Hermans.

In June 2020, the Department of Communities, Housing and Digital Economy launched the COVID Ambassador Program to support businesses to understand the restrictions that were in place at the time and helped to apply this to their business under the COVID Safe Business Framework. The Ambassadors visited businesses within the Logan Hyperdome and Grand Plaza shopping centres.

Logan City Council delivered the COVID-19 Relief Package to provide financial relief and support to businesses. Amongst other supports for rate payers and community organisations, the package included a 50 per cent refund for 2019/2020 licence fees and a 50 per cent discount for 2020/2021 licence renewal fees for Logan businesses. Council also established a call centre to support businesses through the refund process.

The Economic Recovery Sub-Group identified a need in the business community for support to promote local industry. To address this, LOED launched the Think Local, Buy Logan campaign in July 2020. The campaign included a Facebook Group and digital advertising. The Think Local, Buy Logan campaign encouraged the Logan community to spend locally and support local business operators and industry and will continue for 12 months.

Australian Government's COVID Safe mobile app



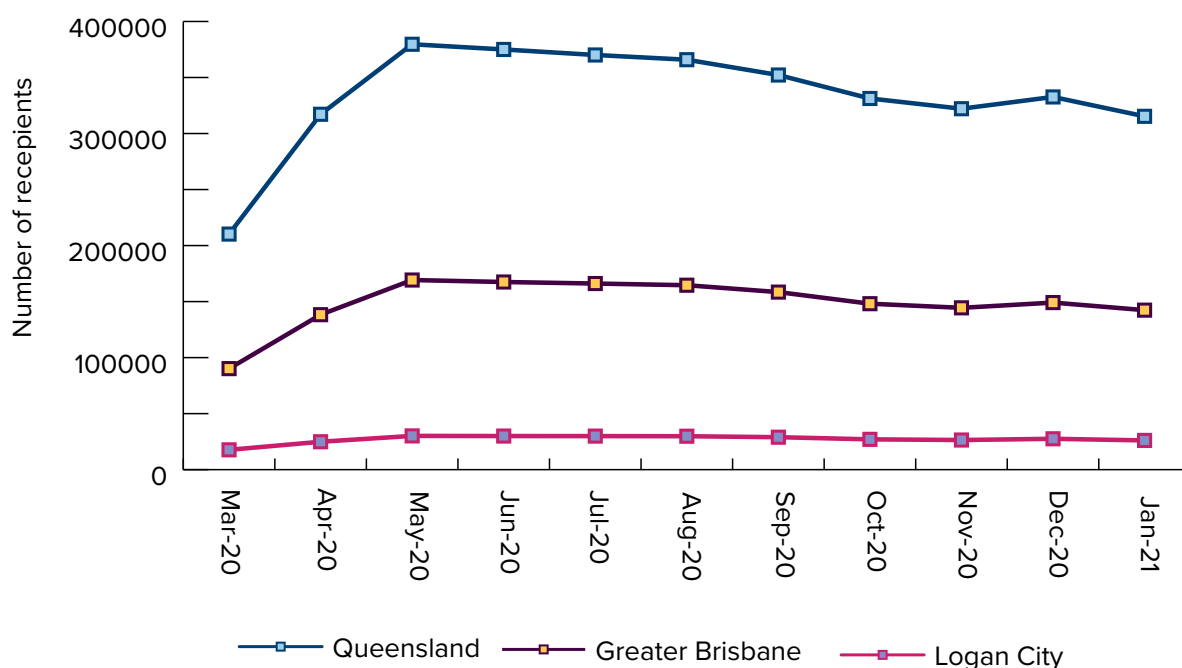
Job Seeker and Youth Allowance

The Australian Government Department of Social Services released data about the number of people receiving JobSeeker and Youth Allowance. This information helped identify a trend in the changes to employment in the City of Logan both during and after the introduction of government restrictions.

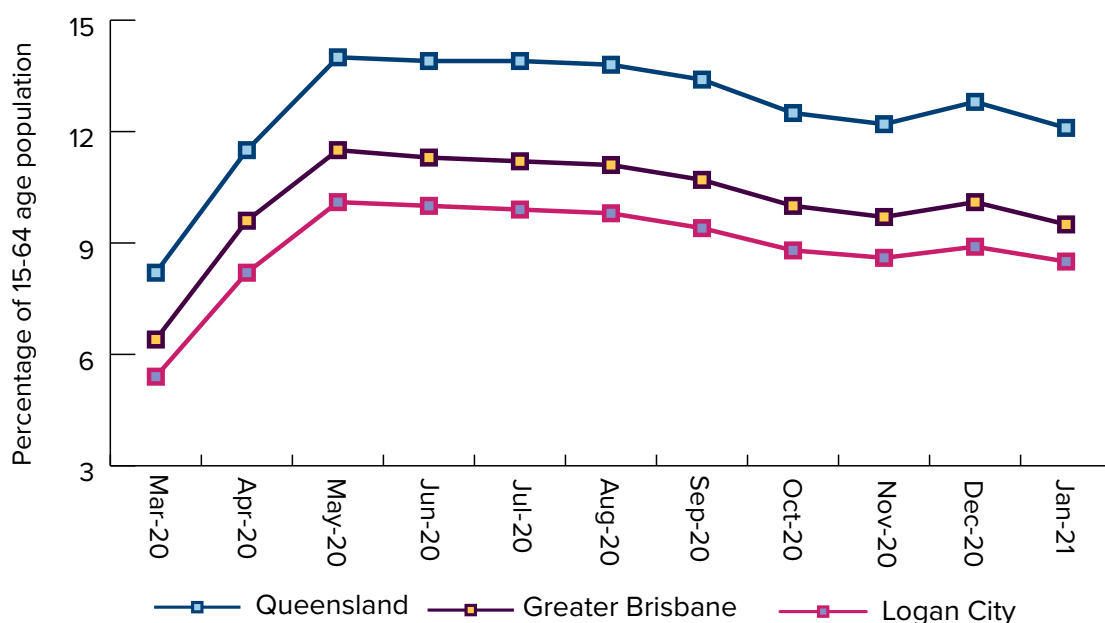
This information showed an increase in JobSeeker and Youth Allowance recipients within the City of Logan after the lockdown restrictions. There was a similar trend for the greater Brisbane area and the whole of Queensland.

Like the rest of Queensland, more people living in Logan were without employment and were accessing financial support from the federal government during and after the COVID-19 lockdown in Queensland.

Job Seeker and Youth Allowance Recipients During COVID-19



Percentage of Working Age Population Receiving JobSeeker or Youth Allowance



The Economic Recovery Sub-Group offered a range of initiatives to help support jobseekers and connect them with employers. Key stakeholders worked to encourage job seekers to register and use the online jobs platforms available across all levels of government including:

- Job Finder
- Jobs Hub
- LoganJobs.com.au.

Through a partnership between LOED and the Australian Government Department of Education, Skills and Employment, the Brisbane South East and Logan Virtual Jobs Fair was held on 7 August 2020. Over 2,400 individuals registered to attend. The fair provided an opportunity for job seekers to connect with employment providers, government agencies and training providers.

In June 2020, Logan-based business GO1 was awarded a contract with the Queensland Government to provide over 400 free online training programs to small businesses and their employees affected by COVID-19. This was delivered through the Queensland Small Business Skills Hub and Skills Focus Queensland Hub.

Another challenge experienced by businesses both within Logan and across Queensland was supply chain shortages, particularly during the early stages of COVID-19. The Department of State Development, Infrastructure, Local Government and Planning established the Manufacturing Supply Chain Support portal. This portal aimed to help businesses in Queensland identify, match and manage supply chain shortages. The Economic Recovery Sub-Group supported Logan businesses to connect to this initiative.

Economic recovery progress:



Environment Recovery Sub-Group

The Logan City Local Environment Recovery Sub-Group addressed the impacts of COVID-19 on public health issues, including:

- promotion of food and water supply safety
- personal hygiene
- public and household sanitation, including waste management.

Due to the nature of the event, the Environment Recovery Sub-Group did not formally convene. Communications were maintained with Sub-Group members and key stakeholders by email and phone calls.

Council's Environmental Health Officers helped Queensland Health with education and enforcement of public health restrictions. Officers also provided support to local businesses about food safety and compliance with business restriction requirements. The Health, Environment and Waste Branch also assisted with processing licence fee refunds as part of Council's COVID-19 Relief Package.

Council immunisation clinics continued to operate. Clinics experienced a significant increase in flu vaccinations administered in April 2020 compared to previous years. There was also an ongoing higher than usual demand at all clinics throughout the year.

The Sub-Group made sure Council operations complied with the federal and state government restrictions and physical distancing requirements. This included the opening and closing of parks and public spaces and implementing safety measures for all Council Waste Transfer Stations. Council's collection of waste and recycling bins and kerbside clean up services continued as usual during COVID-19 restrictions.

Environment recovery progress:



Infrastructure Recovery Sub-Group

The role of the Logan City Local Infrastructure Recovery Sub-Group is to restore:

- essential services
- infrastructure
- transport operations.

During the COVID-19 pandemic there were:

- minimal impacts to Logan's infrastructure
- minimal disruptions to transport and communications networks.

As a result, the infrastructure recovery tasks were handled by the state government.

The Infrastructure Recovery Sub-Group did not formally convene or undertake recovery activities. The group communicated with its members including:

- Council
- state government
- utility, transport and telecommunication providers.

The group monitored impacts and maintained an understanding of the serviceability of transport and communications networks in Logan.

Public Information

The changing situation of COVID-19 meant that a large volume of information was produced by government and health agencies. This caused challenges for the community to access information that was current and relevant to them.

During the early stages of the COVID-19 pandemic, Council identified the need for the Logan community to have access to information that was reliable, up-to-date and easy to understand. It was important for the community to be informed about the current situation and changes to government restrictions. The community also needed to know where and how to access the supports and resources available to them.

Council's Marketing and Media teams proactively worked to make sure the best information was collated and provided to the community in a meaningful way. The Marketing and Media teams worked in partnership with the Local Recovery Group to make sure that the community was updated on the recovery efforts that were taking place throughout the City.

To help achieve this, a dedicated COVID-19 page was created on Council's website in March 2020. This page was designed to provide the community with a central location to access COVID-19 information. The page includes current information about government and health advice and lists the local services and types of supports available to the community.

Council worked to provide COVID-19 related information through existing methods like the Our Logan Magazine and e-newsletters including:

- Business Support News
- Tourism in the City of Logan
- Connecting our Community
- Active and Healthy.

Council was also proactive in launching the Connecting Logan e-newsletter in May 2020. This online newsletter allowed community members to:

- register to receive useful information about COVID-19 updates relevant to Logan
- find available resources and services
- get updates on the progress of recovery activities in Logan.

During this period, Council's Marketing and Media teams also provided up-to-date information to the community through Council's usual methods including:

- media releases
- social media
- e-newsletters
- Our Logan magazine
- radio.

Council also worked to make sure that COVID-19 information was relevant and accessible to Logan's Culturally and Linguistically Diverse (CALD) communities. To achieve this, Council partnered with Metro South Health to produce two radio advertisements for 4EB radio in six languages:

- English
- Punjabi
- Mandarin
- Arabic
- Samoan
- Vietnamese.

The advertisements promoted COVID-19 testing and general hygiene tips to help stop the spread of the virus. The advertisements ran from mid-August until the end of November 2020.

Grants and Financial Support

COVID-19 Relief Package

Logan City Council released the COVID-19 Relief Package across two stages in March 2020 and July 2020. The package offered a range of supports for residents, community groups and businesses. Across the two stages, Council allocated approximately \$2.2 million in support, including:

- \$536K for additional interest free periods for rates and charges notice
- \$98K for expansion of Council's existing hardship arrangements to all ratepayers
- \$30K waived lease fees for Council-owned venues and Council community leased facilities
- \$420K in water remissions for community groups
- Over \$900K in refunds, discounts and waivers of health and environmental licences and application fees
- Over \$275K for community groups and organisations redirected from the Community Projects Grants for the emergency relief program and the COVID-19 Community Response Grant.

\$2.2 million allocated to support Logan residents, businesses, and community groups and organisations



Beenleigh Rum Distillery produced hand sanitiser to meet local supply demand

COVID-19 Small Business Adaptions Grant

The Department of Employment, Small Business and Training provided two rounds of the Small Business COVID-19 Adaption Grant Program. This program aimed to help businesses that were affected by the COVID-19 restrictions in Queensland to build their resilience and adapt their business to stay open. From rounds one and two, the state government gave a total of \$5.6 million to 617 businesses in Logan.

\$5.6 million to 617 businesses in Logan

Unite and Recover Community Stimulus Package

Logan City Council was successful in receiving \$6.4 million in Queensland Government funding through the Unite and Recover Community Stimulus Package. The funding aims to support local economies. The successful projects included the:

- Logan Village to Yarrabilba Rail Trail
- Loganlea Road Health Street Project
- Beenleigh Streetscape and Shade Solution.

Logan Listens

Through the Logan Listens Residents' Survey, Council asked the community about how they felt Council was responding to the pandemic. The survey was conducted by telephone in two parts:

- 801 responses collected for the Services and Facilities Survey
- 802 responses collected for the Customer Services Survey.

The survey found that 63 per cent of residents say they are 'satisfied' with Council's response to the COVID-19 pandemic, while just 7 per cent were dissatisfied.

Just 7 percent of residents were dissatisfied with Council's response to the COVID-19 pandemic

Logan - A More Resilient Community

Ongoing Recovery

The Local Recovery Group stood down on 13 November 2020. Ongoing recovery efforts continue as part of each organisation's business as usual processes.

Given the uncertainty of the pandemic and the possibility of another wave, the Local Recovery Group and Local Disaster Management Group will remain vigilant and are ready to respond if the situation changes.

The impacts on the community and businesses will also continue to be monitored to find out if more support is needed.

Human-Social

The Human-Social Recovery Sub-Group continues to build resilience and the capacity of the community to prepare, respond and recover from future disasters. Ongoing recovery activities are continuing through business as usual activities for Sub-Group members and local organisations.

Key recovery partners continue to be engaged through existing networks like the:

- Emergency Relief Network
- Logan Seniors Network
- First Nations Advisory Group
- Logan Disability Coalition
- Housing and Homelessness Network
- Logan Youth Advisory Group
- Cultural Leaders Advisory Groups.

Economic

The Economic Recovery Sub-Group continues to build the resilience of the business community.

The Logan Office of Economic Development and key partners continue to work with businesses to identify learnings from COVID-19. This is to help businesses better prepare for future events.

Environment

The Environment Recovery Sub-Group continues to monitor the situation and maintain communications with stakeholders as needed.

Council's Environmental Health Officers continue to give support to food licence holders and business operators to meet COVID-safe requirements.

Council continues to provide immunisation services to the community and increase services should there be any changes in demand.

Council continues to help Queensland Health respond to COVID-19, including the testing of sewage for traces of the virus.

Infrastructure

The Infrastructure Recovery Sub-Group continues to maintain communications with stakeholders and give support to the other Sub-Groups as needed.

Public Information

Given the ongoing and changing nature of the COVID-19 pandemic, Council's Marketing and Media teams continue to monitor the situation and work to make sure the community stays informed. Council gives relevant information to the community through existing methods including:

- COVID-19 page on Council's website
- media releases
- social media
- newsletters
- Our Logan magazine.

Preparedness and Continuous Improvement

The Local Disaster Management Group and Local Recovery Group should continue to be prepared and have the capacity and capability to respond and recover from another wave of the virus or future disaster impacts.

Logan City Council is committed to a cycle of continuous improvement. Given the ongoing nature of COVID-19, Council undertook a mid-action review of recovery activities in July 2020 involving debriefs with the Local Recovery Group and key stakeholders.

Many of the recommendations have been implemented or are underway, helping the Local Recovery Group to be better placed to respond and recover from the current COVID-19 pandemic and future events.

COVID-19 has caused Council and other organisations to review and update certain plans and processes to adapt to the changed environment. This has included:

- writing new plans and amending existing plans to include COVID-19 considerations
- testing the function of evacuation centres during a pandemic
- testing the virtual capabilities of the Local Disaster Coordination Centre.

Final Words

While the City of Logan has experienced weather events and disasters before, the COVID-19 pandemic presented unexpected challenges. This pandemic has challenged our community, our economy and all levels of government. It has changed how we:

- live
- work
- socialise
- support each other
- respond to events.

We can look ahead to how we may use learnings from COVID-19 to better prepare for, respond to and recover from future events.

While we must remain vigilant to help prevent another wave of the virus, our focus is on our ongoing recovery for the next 12 months and beyond. We need to consider our resilience and acknowledge and implement the lessons we have identified to make our City of Logan a strong and connected community.





City of Logan

COVID-19 Local Recovery Plan

Approved by Local Recovery Coordinator, Nick McGuire on 30 April 2020.

This is a live document managed by Logan City Council and is correct as at 30 April 2020.

Recovery narrative

About our community

The City of Logan is a resilient community and we will rebuild as a community. We have empathy for those within our community who have been negatively impacted and we will assist and support those who need it as we move forward to get back to business as usual as soon as possible.

About the disaster event

The World Health Organisation (WHO) declared the outbreak of COVID-19 a Public Health Emergency of International Concern on 30 January 2020. On 11 March 2020, the WHO Director General declared COVID-19 as a pandemic.

On 22 March 2020, the Premier and the Minister for Fire and Emergency Services approved the declaration of a Disaster Situation for the whole of the State of Queensland. On 21 April 2020, the disaster declaration was extended a further 14 days as per the Disaster Management (Extension of Disaster Situation – COVID-19) Regulation 2020.

Local Disaster Management Group

Local Disaster Coordinator – Mr Silvio Trinca
The Logan Local Disaster Management Group (LDMG) moved to LEAN FORWARD on 2 April 2020.

Local Recovery Group

Local Recovery Coordinator - Mr Nick McGuire
The Local Recovery Group (LRG) moved to STAND UP on 19 March 2020. The LRG and Sub-Groups have been meeting and developing the Recovery Action Plan and Implementation Plan.

Key stakeholders

Human-Social Chair - Ms Michelle Griffin, Deputy Chair Ms Tamara Weaver
Economic Chair – Mr Tate Ryan, Deputy Chair Ms Sophie Head
Environmental Chair – Mr Michael Asnicar, Deputy Chair Mr Brett Esbensen
Infrastructure Chair – Mr Stephen Bell, Deputy Chair Mr Lee Busby

The key stakeholders include Logan City residents and business, community groups, primary producers, non-government organisations/non-government agencies, state and federal agencies and authorities and other connected parties.

Measures of success

Human and social

- Targeted programs and services are delivered to build community resilience.
- Appropriate initiatives are implemented to foster social connection, positive mental health and holistic wellbeing.
- Homeless street services are supported to sustainably deliver services that meet the changing needs of the homeless community.
- Vulnerable members of community obtain access to appropriate technology to connect with online services and resources.
- Service providers consider the needs of the community, including: people with disability; seniors; Aboriginal and Torres Strait Islander peoples; Culturally and Linguistically Diverse people; and those at risk or are experiencing family and domestic violence.

Economic

- Council’s Economic Business Stimulus package delivered.
- Local employment rate increases in Logan
- Reactivation of local businesses and industries.
- Local businesses access financial assistance and resilience initiatives.
- Supply chain and local markets are strengthened and re-established.

Environment

- Increase in immunisation statistics for Logan community
- Public health risks minimised by ensuring food safety standards are met for abandoned licensed food businesses, businesses that are temporarily closed or businesses that experienced a reduced customer base.
- Waste and recycling services continue.
- Park facilities, libraries and community venues reopen.
- Sport, recreation and community events recommence.

Infrastructure

- Essential services have resumed.
- Identified ‘shovel-ready’ infrastructure projects that can be delivered.

Recovery objectives

- Develop a city-wide initial emergency relief response and transition to existing services when appropriate.
- Support homeless street services to remain operational and ensure they have capacity to adhere to public health directives.
- Support community services to meet the needs of Logan’s diverse community including seniors, people with disability, Aboriginal and Torres Strait Islander peoples, and the Culturally and Linguistically Diverse community.
- Initiate a coordinated community response to equip vulnerable members of community with appropriate technology to access online services and resources.
- Connect community to services providers who have capacity to deliver over the phone or online support in response to domestic and family violence.
- Provide support programs and wellness initiatives to address mental health needs in the community and business sector.
- Assess the impact on Logan’s economy and minimise the severity of disruption to the Logan business community.
- Support initiatives to improve workforce upskilling and employment opportunities
- Support business owners to access financial assistance and resilience initiatives.
- Strengthen or re-establish local markets and supply chains.
- Promote continuation of local businesses and innovative ideas in response to Government restrictions.
- Promote Council immunisation/vaccination program and continue to connect with and support community based health care services.
- Provide resources to maintain food safety and licensing requirements and address any increased public health risks.
- Ensure waste and recycling services continue to meet community need and adhere to Government requirements.
- Maintain support for sport, recreation, leisure centres and community venues and ensure parks and public spaces are safe and accessible for the community.
- Ensure processes and arrangements with service providers are in place to ensure minimal disruptions to communication services and information networks.
- Monitor public transport demands and work with service providers to ensure continuation of services.
- Monitor disruptions to routine services such as sewer, water, gas, and electricity.
- Identify limitations and develop strategies to deliver key infrastructure projects.

Recovery timeframes

